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ABSTRACT

This booklet examines the training required by staff employed in housekeeping departments in the hotel and catering industry. It details specifications of particular tasks--baths/cloakrooms; service pantries and utility rooms; beds; furniture/fittings; floors/walls and ceilings; carpets/upholstery/soft furnishings; linen handling; linen room work; and personal services. New courses for housekeeping personnel for the academic year 1969/70 are briefly described. (DM)

Training for tomorrow's skills

Housekeeping

Number 4

An approach to Housekeeping training Hotel and Catering Industry Training Board

AC008029

U.S. DEPARTMENT OF HEALTH, EDUCATION & WELFARE
OFFICE OF EDUCATION

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Introduction

EDO 39472

This booklet, which is one of a series published by the Board, examines the training required by staff employed in Housekeeping Departments in the Hotel and Catering Industry.

The Board is concerned with training for a very large and diverse industry, in which Housekeeping plays a major role. It embraces both Commercial and Non-Commercial establishments and the term Housekeeping can be defined as the care, cleaning and maintenance of buildings and their contents, coupled with a measure of personal service to an appropriate standard, providing comfort and satisfaction to the users of the establishment.

Accommodation Services has been suggested as an alternative term for Housekeeping as it was felt that it reflected more accurately the work carried out in this sector of the industry. There are approximately—16,000 hotels with letting rooms in England, Scotland and Wales and more than 1,500 Schools, Colleges, Universities and Residential Centres providing accommodation. Letting of bedrooms is a very profitable part of an hotel's business, therefore the standard of housekeeping is vitally important and often a major factor in determining whether guests return.

The training aims of the Board are to provide an adequate supply of properly trained staff to meet industry's requirements at all levels, to improve the quality and efficiency of training and to share the cost between each and every employer of producing a trained labour force.

This publication follows detailed consultation with Working Parties in Industry and the purpose of this report is to stimulate discussion and comment. The four Working Parties who have assisted us in our work are as follows :

British Hotel & Restaurants Association

Caterers Association

Catering Teachers Association

Institutional Management Association Residential Section

In conjunction with this booklet, two syllabuses have been produced based on the training requirements of Room-Maids in the Hotel sector and Cleaners in Halls of Residence. These form a basis from which training programmes can be developed by qualified training personnel.

This booklet is not a final document, but a preliminary report which is designed to enable those engaged in the training of Housekeeping staff to comment on the approach outlined in it. These comments will help the Board to publish firm recommendations that meet the needs of Housekeeping. These recommendations will then be forwarded to the Secretary of State for Employment and Productivity for approval.

John Lanning
Chief Training Development Officer.

Trends

It has been quoted that, "Housekeeping is one of the world's most ancient and honoured occupations. Its art has been exercised by every nation in every latitude since time immemorial".

The Housekeeper or Domestic Bursar (Job nomenclature is difficult) has great involvement in the economics and well being of her particular establishment. Letting of bedrooms, is a profitable part of hotel business and it is the standard and tone of the Housekeeping which plays a large part in determining whether guests return. The Halls of Residence, Residential Centres and schools, where people of all age groups live for many months of the year, play an important part in the life of each invididual.

It is a well known fact that each Housekeeper/ Domestic Bursar is an individualist and it is understandable that she is reluctant to alter her ways in accepting new trends and ideas. Market demands are now compelling her to adapt as never before.

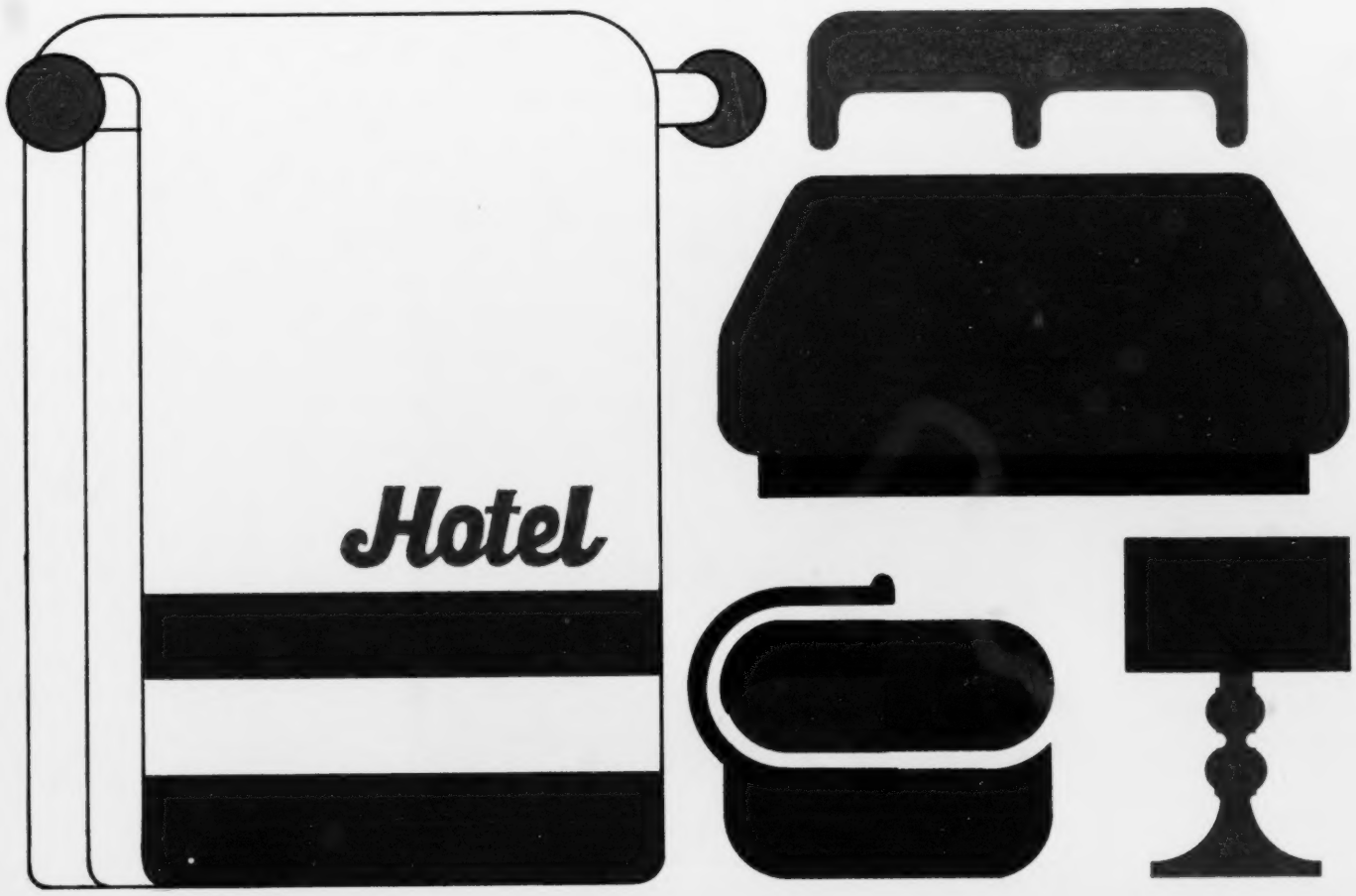
Tourism continues to grow and it is estimated that ten million visitors will visit Great Britain each year by 1975, all needing accommodation. Universities, Colleges, and schools are creating and extending their accommodation facilities and many companies now provide residence for their staff whether for a long or short term stay.

Trends in Housekeeping are changing and the jobs of Housekeeping staff are becoming more flexible. The traditional service offered by the Housekeeping department is gradually disappearing in a large number of establishments. "Motel" type accommodation has been introduced more recently and many establishments of the future may well offer this. Many hotels have dispensed with the early morning tea service, instead guests are provided with tea-making equipment. As more and more disposable items are marketed, many establishments take advantage of them. New equipment and products used and new techniques adopted.

With these and many other changes taking place, there is every indication that the duties of most Housekeeping staff will also change.

Planned training has a part to play in Housekeeping – Management and staff must make themselves aware of new ideas, new methods and new techniques. New staff will have to be trained in these techniques. Existing staff may have to become more effective as increasing costs have to be absorbed by greater productivity and versatility.

These problems face every manager in industry today. They can only be overcome if management and staff are properly equipped and trained. It has also been shown that some form of introductory basic training tends to reduce staff turnover – itself a great problem in the Housekeeping department.



Training in the Past

"Sitting by Nellie" was, and in many cases still is, the method of training in Industry. In some cases the standards were superb and training good but this is the exception, rather than the general picture.

The weaknesses in this unplanned form of training are many.

1	There is no guarantee that the right skills are acquired by watching and learning from more experienced colleagues on-the-job. Bad habits or inefficient methods of working are frequently passed on and perpetuated.
2	Experienced staff usually have little or no time to spend instructing newcomers. They are frequently unable to pass on their skills and knowledge effectively because of the lack of time and lack of training in the techniques of instruction.
3	Unplanned training is lengthy and inefficient, it is normally uneconomic and a waste of human and financial resources. Appropriate skills and knowledge, taught in a systematic way, can be acquired much more quickly and effectively.
4	Personal contact is an integral part of the work of Housekeeping staff. Planned training in the 'social' skill necessary for good customer relationship is largely ignored.

For many years full time courses leading to National Ceritficates have been offered by Colleges throughout Great Britain, for those wishing to enter the hotel and catering industry. The majority of these courses contain Housekeeping training within the syllabus, and students who have a bent towards this work enter the industry and after suitable experience become Housekeepers or Domestic Bursars.

Examples of such courses are :—
Institutional Management Diploma
Institutional Housekeeping and Catering Certificate
Matron Housekeepers Certificate
National Diploma in Hotel Keeping and Catering
Hotel and Catering Institute General Catering Course
City and Guilds Domestic Assistants Course
The National Institute for Housecraft, Housecraft Diploma
National Council for Home Economics, Housekeeping and Catering Certificate.

Some Colleges have arranged certificated and non-certificated part-time and full-time courses for Housekeeping staff of all grades, and many of these have proved extremely successful. Unfortunately in some cases, the response has not been sufficient to warrant the continuation of such training.

The following Housekeeping courses have also been organised :—
Hotel and Catering Institute, Housekeeping Certificate
City and Guilds, Certificate in Cleaning Science
The National Institute for Housecraft
a Room-maids course
b Assistant Housekeepers course
c Supervisory course for Housekeeping staff

Individual establishments have organised their own training and more recently Group Training Schemes have arranged courses for their members, for example :

Bournemouth Group	**a**	Housekeeper Course
	b	Room-maids course
Lakelands		Room-maids course

Training can also be given on-the-job and perhaps the job of room-maid and cleaner lends itself to this method most easily. Rooms can be serviced, furniture, equipment and materials are available for the trainee and there is also the opportunity of dealing with users of the establishment. It must be realised, however, that training both on and off job in most cases can only be given effectively if the instructor has herself received training in the techniques of instructing. She must have the ability to impart her knowledge and skills quickly and effectively.

The Task Approach

In an industry which is largely based on the success of very many small establishments, any training recommendations put forward by the Board must reflect their needs. There must be flexibility in training so that industry can build up its own training programmes, according to the requirements of its business and the needs of its employees. This is why we have developed the Task Approach to Training.

What is a Task ?

It is an identifiable part of a job which is easily recognisable by the employer.

Examining the contents of jobs within Housekeeping has revealed that all jobs are made up of tasks. It can also be seen that not all jobs with the same title reflect the same task content.

Examples of tasks performed within jobs are as follows :

Room-Maid

Basic Task 3	The use and care of cleaning materials.
Basic Task 4	Dusting.

Cleaner in Hall of Residence

Basic Task 2	The use and care of mechanical cleaning aids.
Basic Task 10	Systematic collection and disposal of waste.

This process of task identification has revealed that some tasks are common to most jobs in Housekeeping. We have called these **BASIC TASKS.**

Even where the type of service provided by establishments appeared to be similar, detailed study of jobs revealed considerable variations in the combination of tasks which formed the content of apparently similar jobs.

Although a few of these tasks may be exclusive to the individual establishment, most of them are undertaken by many establishments offering various types of acccomodation. The tasks that fall into this category have been identified as **VARIABLE TASKS.**

It would be impossible to identify those few additional tasks in every job which may be exclusive to one emplcyer and contribute to the individuality of each establishment. These **EXCLUSIVE TASKS** must be identified by each employer and appropriate training should be arranged by the employer.

The Identification of Tasks

The task lists which follow on pages 8-10, cover in depth the tasks which together form the commonly accepted roles of employees in Housekeeping.

These lists will need to be studied closely by industry to ensure that no tasks have been left out and amendments are made to meet the changing demands placed on industry by the public and in the development of new techniques and equipment.

For training purposes we have identified what appear to be the Basic Tasks and grouped them with an Introduction to Housekeeping to form the foundation of Basic Housekeeping Training which we consider would be appropriate to meet some of the Housekeeping training needs of most employers. The outline of this basic training is shown on page 8.

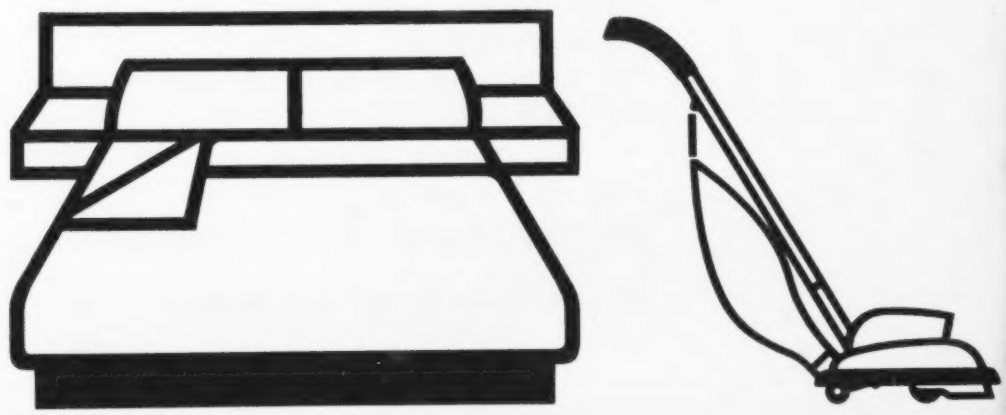
In addition we have attempted to identify all Variable Tasks and have listed them under the following headings :

A	Bathrooms and Cloakrooms
B	Service Pantries, Utility Rooms
C	Beds
D	Furniture and Fittings
E	Floors, Walls and Ceilings
F	Carpets, Upholstery, Soft furnishings
G	Linen handling
H	Linen Room Work
I	Personal Service

The Basic and Variable Tasks are detailed on pages 8-10.

Exclusive Tasks are obviously dependent on the type of establishment concerned. Every employer will wish to identify these for himself to ensure they are included in the training his employees receive at work.

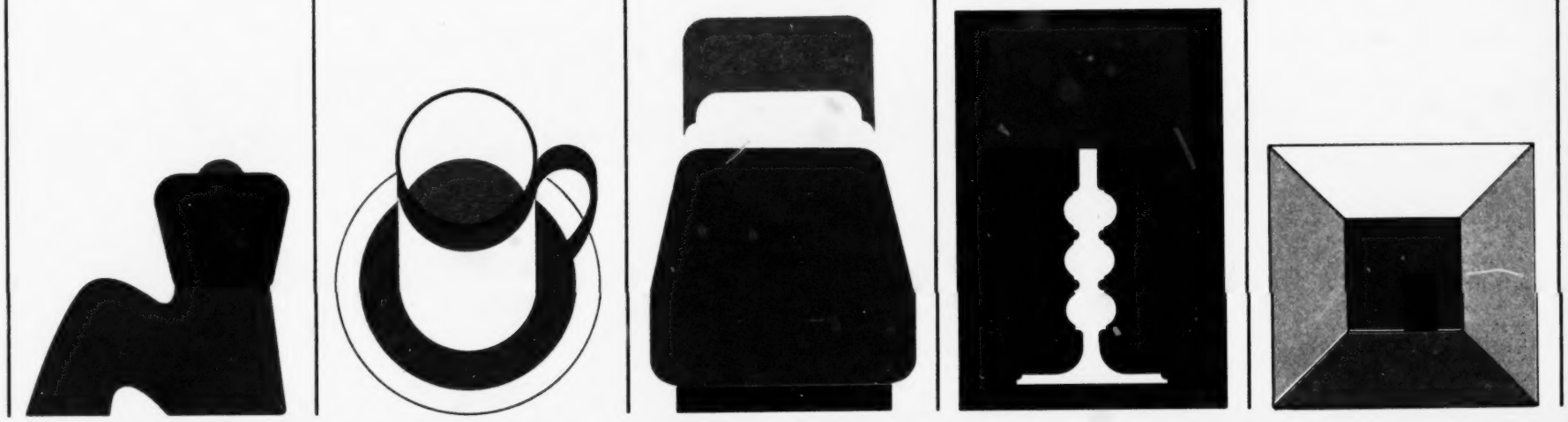
Each task has been given a reference number for ease of identification to help the employer quickly identify the task content of their employee's job.



The Task Chart

Variable Tasks

A	B	C	D	E
Baths/ Cloakrooms	Service Pantries Utility Rooms	Beds	Furniture/ Fittings	Floors/Walls and Ceilings



Basic Training

1 The use and care of manual equipment
2 The use and care of mechanical cleaning aids
3 The use and care of cleaning materials
4 Dusting
5 Mopping
6 Scrubbing
7 Sweeping
8 Polishing
9 Washing Up
10 Systematic collection and disposal of waste
11 Record keeping.

Introduction to Housekeeping

For new entrants to Housekeeping

F

Carpets/ Upholstery/ Soft Furnishings

G

Linen Handling

H

Linen Room Work

I

Personal Service

Basic Training

The Basic Training combines an introduction to Housekeeping with training in those Basic Tasks which appear to be necessary for all new entrants to Housekeeping. It is designed as basic training from which further, more specialised training can be developed as required.
On completion of the Basic Training most employees will require training based on those Variable Tasks appropriate to their individual job. These can be selected by every employer from the lists of Variable Tasks. Training for any exclusive tasks that have been identified will be included by the employer as part of the training undertaken within the establishment. Examples of this are on pages.

Introduction to Housekeeping

This general introduction to housekeeping has been compiled for all new entrants to Housekeeping.
In addition, all employers will wish to give new employees an introduction into the range of services and facilities provided by their individual establishment. The general introduction to Housekeeping includes :

The Organisation

General – the organisation involved, staffing structure, geography of building, specific work areas including ancillary departments, welfare and other relevancies. Housekeeping in the organisation, scope of department, rules and regulations of department. The Individual's Role. The contribution of the individual in the organisation.

Personal Requirements

First-Aid, safety and fire precautions, hygiene, appearance.

Social Skill

Team work, working with supervisors, colleagues, other departments, sensitivity for users of the establishments, attitude.

Security

Company's security procedure.
Importance and care in handling people's belongings. Use and handling of keys. Dealing with lost property. Reporting suspicious people or incidents.

Understanding of Instructions

Importance of carrying out instructions. Type of instruction.

Methods of Communication

Verbal, written, use of telephone, 'bleep machine', light system, bell system.

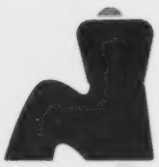
Variable Tasks

Following the Basic Training further training based on any combination of the Variable Tasks listed may be appropriate.

Although the following lists of Variable Tasks are numbered in sequence, this is for current reference purposes only, and is not intended to indicate the order in which training for these tasks should be undertaken. It does not mean that all tasks have been identified at this stage. Adjustments to these lists will be made when further comments are received from those involved in training Housekeeping staff.

Basic Tasks

1 The use and care of Manual Equipment
2 The use and care of Mechanical Cleaning aids
3 The use and care of Cleaning Materials
4 Dusting
5 Mopping
6 Scrubbing
7 Sweeping
8 Polishing
9 Washing up
10 Systematic collection and disposal of waste
11 Record keeping



Bathrooms/ Cloakrooms

Selected tasks from this list form part of the work of the majority of Housekeeping staff. These tasks would frequently be undertaken in conjunction with some of the tasks listed under Floors, Walls and Ceilings (Task List E)

- A1 Ventilating room with air conditioning system.
- A2 Ventilating room without air conditioning system.
- A3 Removal of soiled linen.
- A4 Attending to incinerator.
- A5 Cleaning windows.
- A6 Cleaning mirrors.
- A7 Cleaning glasses.
- A8 Cleaning of bathroom furniture and fittings:
  e.g. basins, baths, showers, bidets, lavatories, bathroom fittings.
- A9 Cleaning of special items:
  e.g. brushes, bins, rubber bathmats.
- A10 Replenishing supplies:
  e.g. soap, toilet paper, tissues.
- A11 Using deodorisers.
- A12 Using disinfectants.
- A13 Cleaning window curtains and shower curtains.
- A14 Changing window curtains and shower curtains.

Service Pantries/ Utility Rooms

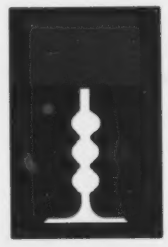
Some of these tasks are normally undertaken by Housekeeping staff in non-commercial establishments. In commercial establishments where Housekeeping staff are involved in the preparation of snacks and light meals tasks can be selected from this list.

- B1 Use and care of Refrigerators.
- B2 Use and care of Milk Boilers.
- B3 Use and care of Coffee Makers.
- B4 Use and care of Food Trolleys.
- B5 Use and care of Cooking Appliances.
- B6 Use and care of Irons.
- B7 Use and care of Ironing Boards.
- B8 Use and care of Drying Equipment.
- B9 Use and care of Washing Machines.
- B10 Use and care of Hair Dryers.
- B11 Use and care of Dish Washing Machines—Domestic Type.

Beds

Training in some of these tasks is necessary for a large proportion of Housekeeping employees.

- C1 Obtaining clean linen.
- C2 Dealing with soiled linen.
- C3 Stripping, inspecting, airing beds.
- C4 Care and cleaning of mattress and base, rotating, turning, suction cleaning.
- C5 Care of mattress cover and binder.
- C6 Making bed (1 room-maid)
- C7 Making bed (in pairs).
- C8 Nightly folding and storing cover.
- C9 Turning down (single, twin, double bed).
- C10 Moving of beds, according to type and size.
- C11 Making up cots.
- C12 Recognising and Reporting infestation.



Furniture/Fittings

These tasks are normally integrated with some of the tasks from Baths and Cloakrooms (Task List A), Floors, Walls and Ceilings (Task List E) and Carpets, Upholstery and Soft Furnishings (Task List F).

Cleaning fittings

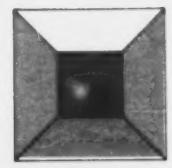
- D1 Venetian blinds.
- D2 Light fittings and lamps.
- D3 Telephones.
- D4 Radiators, ventilators.

Cleaning furniture

- D5 Wood—glossy finish.
- D6 Wood—matt and satin finish.
- D7 Plastics (hard & soft).
- D8 Metal.
- D9 Hide.
- D10 Wicker.

Cleaning Accessories

- D11 Pictures.
- D12 Cleaning Metal:
  e.g. aluminium, anodised aluminium, stainless steel, silver, pewter, copper, brass, lacquered metals.
- D13 Preparing room for special clean.
- D14 Preparing room for decoration.
- D15 Lining drawers and shelves.



Floors/Walls Ceilings

These tasks are closely linked with Baths and Cloakrooms (Task List A) and Carpets, Upholstery and Soft Furnishings (Task List F).

- E1 Use and care of vacuum cleaner, attachments and dustette.
- E2 Use and care of floor polisher.

Routine cleaning of floor surfaces

- E3 Lino.
- E4 Cork.
- E5 Rubber.
- E6 Thermo plastic.
- E7 Vinyl.
- E8 Sealed wood.
- E9 Unsealed wood.
- E10 Terrazzo and ceramic tiles.

Routine cleaning of wall and ceiling surfaces

- E11 Paintwork, wall coverings.
- E12 Paper.
- E13 Fabric.
- E14 Wood.
- E15 Ceramics.
- E16 Plastic base.

Periodic cleaning of floors, walls and ceilings

- E17 Floors.
- E18 Walls.
- E19 Ceilings.

Use, care and storage of:

- E20 Floor, wall and ceiling cleaning agents.
- E21 Floor, wall and ceiling dressings.

Carpets/Upholstery/ Soft Furnishings

Selected tasks from this list are relevant to the majority of Housekeeping staff.

- F1 Use and care of Carpet Sweeper.
- F2 Use and care of Non-mechanical carpet shampooer.
- F3 Use and care of Mechanical carpet shampooer.
- F4 Routine cleaning of carpets, fitted, squares, rugs and stair carpets.
- F5 Turning carpets and underlays.
- F6 Carrying out simple repairs to carpets and rugs.
- F7 Shampooing extensive carpet areas using large scale equipment.
- F8 Routine cleaning of fabric upholstery : cut and uncut pile.
- F9 Removing simple stains—carpet and upholstery.
- F10 Routine cleaning of cushions.
- F11 Cleaning lampshades.
- F12 Loose covers—removing, washing, finishing, refixing.
- F13 Machine washing and ironing net curtains and small items.
- F14 Removing and re-hanging net curtains.
- F15 Removing and re-hanging heavy curtains.

Linen Handling

These tasks are used by the majority of Linen Room staff. Some tasks can be linked with tasks from Beds (Task List C) for some Housekeeping staff and with Linen Room Work (Task List H) for those engaged in Linen Room work.

- G1 Identifying linen—category, type, size.
- G2 Issuing where applicable :
- G2.1 linen
- G2.2 uniforms
- G2.3 non-traditional items.
- G3 Lifting and carrying linen.
- G4 Using linen chutes.
- G5 Handling soiled linen :
- G5.1 Sorting
- G5.2 Counting and listing
- G5.3 Packing
- G5.4 Despatching
- G6 Receiving clean linen :
- G6.1 Checking, counting and recording
- G6.2 Sorting for Repairs for Stains for "Light linen"
- G7 Storing linen
- G7.1 Positioning on shelves
- G7.2 Covering
- G8 Storing and marking —New Linen
- G9 Interpreting "linen policy" of establishment : e.g. Stock to be carried, replacements.

Linen Room Work

The Tasks in this list are relevant to those working in the linen room, they can be integrated with tasks from Linen Handling (Task List G).

- H1 Use and care of sewing machines—various types.
- H2 Carrying out simple repairs and renovations.
- H3 Ironing/Pressing.
- H4 Marking linen by machine.
- H5 Repairing soft furnishing.
- H6 Renovating linen and soft furnishing.
- H7 Making new items.

Personal Service

Tasks from this list are relevant to the Commercial aspect of Housekeeping although in some non-commercial establishments Housekeeping staff may be required to carry out some of the tasks. Selected tasks can be linked with Beds (Task List C) Linen Handling (Task List G) Linen Room Work (Task List H).

- I.1 Carrying out early morning routine.
- I.2 Dealing with users of the establishment.
- I.3 Carrying out evening routine.
- I.4 Filling and inserting hot water bottles.
- I.5 Inserting electric blankets in beds.
- I.6 Supplying bed boards.
- I.7 Dealing with infection/special bedding.
- I.8 Supplying incidental requirements : e.g. extra pillows, flower vases.
- I.9 Arranging for guests laundry/dry cleaning.
- I.10 Carrying out simple repairs.
- I.11 Carrying out baby supervision.

How can the Task Lists be used?

Many employers and trainers have already looked at the content of jobs in Housekeeping and identified the tasks contained in each.

There are some perhaps who may want to commence a training programme and are wondering how best to set about identifying the tasks involved in jobs. On the pages which follow is a brief explanation of the method to use.

It is essential first of all to establish which job is to be examined. This is the JOB TITLE–

Room-maid

Cleaner

Once this is known, it is necessary to look deeper into the JOB TITLE to find out in broad terms the purpose, range of activities, duties and responsibilities of the jobs. Talk to the employee's supervisor or the employee herself. What in fact you are doing is finding out

1 Who is to do the job ?

2 What is to be done ?

3 When and where is the job performed ?

This information gives a JOB DESCRIPTION. Each Job Description is unique to the particular establishment or type of establishment where the job is performed.

Examples

Job Title	Room-maid	Cleaner
Place of work	The City Hotel	New Town Training College Hall of Residence
Scope and General Purpose of the Job	Ensuring the cleanliness of rooms and the comfort of guests in a section of 12 bedrooms and 12 bathrooms. Responsible for the security of the section.	Maintaining the cleanliness of a section of 20 bedrooms, 4 bathrooms, 4 toilets, 1 corridor, 1 staircase and 1 utility room and thus ensuring comfort and satisfaction of the users of the establishment.
Responsible to	Housekeeper	Domestic Bursar (Housekeeping)
Main Duties	Routine cleaning bedrooms and bathrooms, making beds, changing linen, carrying out early morning routine. Carrying out evening routine, cleaning maids service room, communicating available hotel services to guests, security checks. In all these duties, to treat guests with courtesy and attention such as will maintain their satisfaction with the services provided by the Hotel.	Routine cleaning study bedrooms, bathrooms, toilets, corridors, stairs and utility room. Cleaning service cupboard.
Occasional Duties	Spring cleaning rooms and ancillary areas.	Making beds Changing Linen Spring cleaning rooms and ancillary areas.

Although the duties performed have now been identified it is necessary to take another look at each duty and find out what is involved – i.e., What does the worker do when performing this duty ?
What skill is involved ?
What does she need to know ?

Identify tasks, use the task list, observe the employee, talk to her and also to her supervisor. As tasks are identified these can be marked on the list.

Training can then be given in these tasks, the trainer deciding on those requiring priority.

Examples of Task Identification

Room Maid in Hotel

Basic Tasks plus Variable Tasks
Bathrooms and Cloakrooms

A1 Ventilating room with air conditioning system
A2 Ventilating room without air conditioning system
A3 Removal of soiled linen
A5 Cleaning windows
A6 Cleaning mirrors
A7 Cleaning glasses
A8 Cleaning of bathroom furniture and fittings : e.g. basins, baths, showers, bidets, lavatories, bathroom fittings
A9 Cleaning of special items : e.g. brushes, bins, rubber bathmats
A10 Replenishing supplies : e.g. soap, toilet paper, tissues.
A11 Using deodorisers
A12 Using disinfectants.
A13 Cleaning window curtains and shower curtains

Beds

C1 Obtaining clean linen
C2 Dealing with soiled linen
C3 Stripping, inspecting, airing beds
C4 Care and cleaning of mattress and base, rotating, turning, suction cleaning
C5 Care of mattress cover and binder
C6 Making bed (1 room-maid)
C8 Nightly folding and storing of cover
C9 Turning down (single, twin, double bed)
C11 Making up cots
C12 Recognising and reporting infestation

Furniture and Fittings
Cleaning fittings

D1 Venetian blinds
D2 Light fittings and lamps
D3 Telephones
D4 Radiators, ventilators

Cleaning furniture

D5 Wood—glossy finish
D6 Wood—matt and satin finish
D7 Plastics (hard and soft)
D8 Metal
D10 Wicker

Cleaning accessories

D11 Pictures
D13 Preparing room for special clean
D15 Lining drawers and shelves

Floors, walls and ceilings

E1 Use and care of vacuum cleaner, attachments and dustette

Routine cleaning of floor surfaces

E3 Lino
E4 Cork
E5 Rubber
E6 Thermo plastic
E7 Vinyl
E8 Sealed wood
E9 Unsealed wood
E10 Terrazzo and ceramic tiles

Routine cleaning of wall and ceiling surfaces

E11 Paintwork, wall coverings
E12 Paper
E13 Fabric
E14 Wood
E15 Ceramics
E16 Plastic base

Periodic cleaning of floors, walls and ceilings

E17 Floors
E18 Walls

Use, care & storage of :

E20 Floor, wall and ceiling cleaning agents

Carpets, Upholstery and Soft Furnishings

F1 Use and care of Carpet Sweeper
F4 Routine cleaning of carpets. Fitted, squares, rugs, stair carpets
F8 Routine cleaning of fabric upholstery : cut and uncut pile
F11 Cleaning lampshades

Linen Handling

G1 Identifying linen—category, type, size
G3 Lifting and carrying linen
G4 Using linen chutes
G5 Handling soiled linen :
(1) Sorting
G7 Storing linen :
G7.1 Positioning on shelves
G7.2 Covering

Personal Service

I.1 Carrying out early morning routine
I.2 Dealing with users of the establishment
I.3 Carrying out evening routine
I.4 Filling and inserting hot water bottles
I.5 Inserting electric blankets in beds
I.6 Supplying bed boards
I.7 Dealing with infection/special bedding
I.8 Supplying incidental requirements : e.g. extra pillows, flower vases
I.9 Arranging for guests laundry/dry cleaning

Exclusive tasks will be identified by the Employer

Cleaner in Hall of Residence

Basic Tasks Plus Variable Tasks
Bathrooms and Cloakrooms

A2 Ventilating room without air conditioning system
A3 Removal of soiled linen
A4 Attending to incinerator
A5 Cleaning windows
A6 Cleaning mirrors
A7 Cleaning glasses
A8 Cleaning of bathroom furniture and fittings : e.g. basins, baths, showers, bidets, lavatories, bathroom fittings
A9 Cleaning of special items : e.g. brushes, bins, rubber bathmats
A10 Replenishing supplies : e.g. soap, toilet paper, tissues
A11 Using deodorisers
A12 Using disinfectants
A14 Changing window curtains and shower curtains

Service Pantries, Utility Rooms

B5 Use and care of Cooking Appliances
B6 Use and care of Irons
B7 Use and care of Ironing Boards
B8 Use and care of Drying Equipment
B9 Use and care of Washing Machines

Beds

C1 Obtaining clean linen
C2 Dealing with soiled linen
C3 Stripping, inspecting, airing beds
C4 Care and cleaning of mattress and base, rotating, turning, suction cleaning
C5 Care of mattress cover and binder
C7 Making bed (in pairs)
C10 Moving beds, according to type and size
C12 Recognising and reporting infestation

Furniture and Fittings
Cleaning Fittings

D2 Light fittings and lamps
D3 Telephones
D4 Radiators, ventilators

Cleaning Furniture

D5 Wood—glossy finish
D6 Wood—matt and satin finish
D7 Plastics (hard and soft)
D8 Metal
D10 Wicker

Cleaning accessories

D11 Pictures
D12 Cleaning Metal
D13 Preparing room for special clean
D14 Preparing room for decoration
D15 Lining drawers and shelves

Floors, Walls and Ceilings

E1 Use and care of vacuum cleaner, attachments and dustette
E2 Use and care of floor polisher

Routine cleaning of floor surfaces

E3 Lino
E5 Rubber
E6 Thermo plastic
E7 Vinyl
E8 Sealed wood
E10 Terrazzo and ceramic tiles

Routine cleaning of wall and ceiling surfaces

E11 Paintwork, wall coverings
E12 Paper
E14 Wood
E15 Ceramics
E16 Plastic base

Periodic cleaning of floors, walls and ceilings

E17 Floors
E18 Walls

Carpets, Upholstery, Soft Furnishings

F1 Use and care of Carpet Sweeper
F2 Use and care of non-mechanical carpet shampooer
F3 Use and care of Mechanical carpet shampooer
F4 Routine cleaning of carpets, fitted, squares, rugs and stair carpets
F8 Routine cleaning of fabric upholstery : cut and uncut pile
F10 Routine cleaning of cushions
F11 Cleaning lampshades
F13 Machine washing and ironing net curtains and small items
F14 Removing and re-hanging net curtains
F15 Removing and re-hanging heavy curtains

Linen Handling

G3 Lifting and carrying linen
G5 Handling soiled linen :
G5.1 Sorting

Personal Service

I.2 Dealing with users of the establishment

Exclusive Tasks will be identified by the Employer.

The Four Dimensions of Housekeeping Training

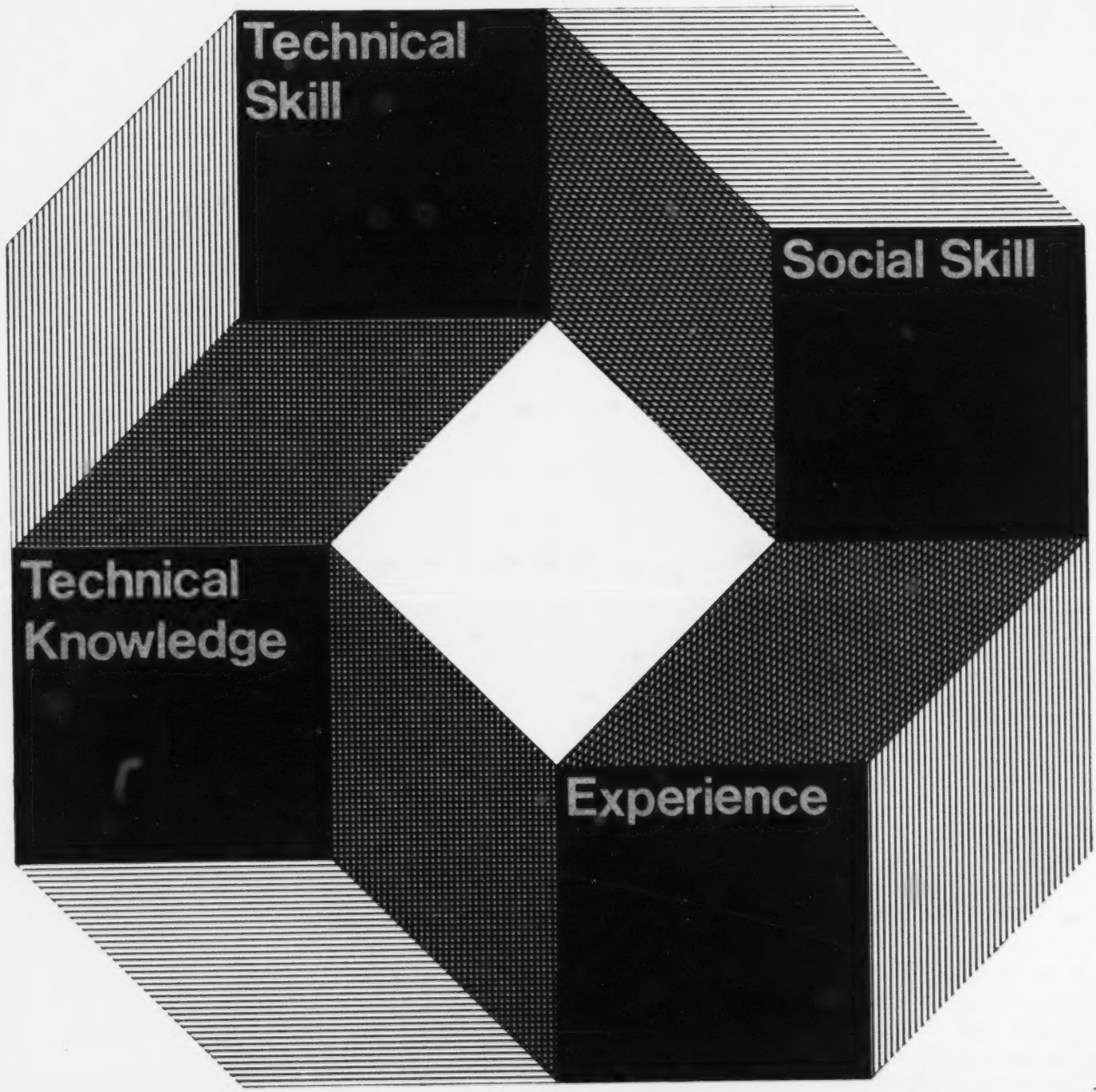
As already illustrated on the task lists, employers can build up a list of Tasks which accurately reflect the job content of their employees.

In order to facilitate training in these tasks, we recognise that each task may contain all or one of the following :

1 Technical Skill	Example :	manipulating cleaning equipment
2 Technical Knowledge	Example :	knowing the function of cleaning equipment
3 Social Skill	Example :	working without disturbing users of the establishment
4 Experience	Example :	building up speed under pressure and dealing with the unusual or an emergency

These elements we have called the four dimensions of a task. Each of the tasks listed have been broken down into four dimensions, where appropriate, and are illustrated in syllabuses I and II.

This breakdown of a task is intended for the trainers' use. By applying this task breakdown, she can draw the trainee's attention to specific skills and knowledge and use it as a guide to training both on and off-the-job.



How are these four dimensions acquired ?

Technical Skill

Training in the technical skills of Housekeeping is essential for the efficient and smooth operation of an establishment. Without complete mastery of the relevant technical skills, users of the establishment's Housekeeping services may be affected. Lack of technical skill makes it difficult for Housekeeping staff to pay sufficient attention to creating the right atmosphere which will give guests that – "We are being looked after" feeling.

Technical Knowledge

Housekeeping staff must have sound technical knowledge in order to exercise their technical skills and give satisfaction to users of the establishment, for example, training that ensures the maintenance of Housekeeping standards are what the users of the establishment expect, and indeed are entitled to.

Social Skill

Training in social skill is vital for all Housekeeping staff. They should be able to adapt to the moods of users of the establishment and be sensitive to their requirements throughout their stay. Housekeeping staff are an important link with the users of the establishment and if they are successful in their work, the guests will be encouraged to return. The social skill of dealing with other people and fellow staff form an important dimension of any job especially in a service industry.

Experience

Practical experience in the working situation which is carefully planned, will ensure that the other three dimensions, technical skill, technical knowledge, social skill, are carried out.

Planned experience in the trainee's establishment is essential. Only by experiencing the pressure that can exist in Housekeeping work can staff organise their work to the best advantage, build up speed in technical skills, apply their full technical knowledge and fully understand the need to develop their expertise in social skills. This experience properly planned will bring confidence and maturity and thus lead to maximum efficiency.

Four Dimensional Breakdown of a Task

Example :

Task	Task No	Technical Skill	Technical Knowledge	Social Skill	Experience
Use and care of manual equipment, e.g. Scrubbing brush Deck scrubber Mops Brushes Carpet sweeper Floor buffer Housemaid's Trolley/box Dustpans Cloths Leathers Dusters	Basic 1	1 Manipulating equipment 2 Using methodically 3 Dismantling equipment 4 Cleaning 5 Assembling 6 Storing	1 Function of equipment 2 Components 3 Method of use 4 Method of cleaning equipment 5 Agents used 6 Equipment used 7 Safety 8 Method of storage	1 Working as a member of a team 2 Working with least disturbance to users of the establishment 3 Using equipment quietly	

These four dimensions create the framework within which Housekeeping staff can be trained, and the breakdown of each task identified can be found in syllabuses I and 2.

All identified tasks have been broken down in a similar way and if you require copies of these, they can be made available on request.

Training for Housekeepers of the Future

The academic year 1969/70 sees the advent of new full-time catering courses.

1. The Higher National Diploma either in Hotel and Catering Administration or Institutional Management is a three-year sandwich course.
2. The Ordinary National Diploma in either Hotel and Catering operations or Institutional Housekeeping and Catering, is a two-year full-time course.
3. The City & Guilds of London Institute introduce a one-year General Catering Course (441).

It is expected that a number of housekeepers of the future will stem from these courses, and from the OND and HND courses already well-established in Scotland, and other Supervisory and Management courses.

Floor Housekeeping Supervisors' Course

With the changing pattern of Housekeeping and the ever increasing need for staff, much discussion has taken place with regard to the need for courses for people wanting to become Junior Housekeepers or Floor Housekeeping Supervisors. This type of course would be for new entrants to Housekeeping, or for those already engaged in the industry and wanting to progress.

The Board has recently developed a 20-week course for Floor Housekeeping Supervisors and a pilot course is being run to validate it. Over the 20 weeks of the course, periods spent in college alternate with training periods in the establishment where the trainee is employed. The breakdown of the total training period is as follows :

Industry 1 week	College Based 4 weeks	Industry Based 5 weeks	College Based 4 weeks	Industry Based 5 weeks	College 1 week	Total 20 weeks
INTRODUCTION	Housekeeping Skills and Knowledge	Planned and Supervised On-the-job Experience	Supervisory Skills and On-the-job Instructors' Course	Planned and Supervised On-the-job Experience	EVALUATION & REINFORCEMENT TRAINING	

Outline Syllabus for Floor Housekeeping Supervisors' Course

Introduction in Industry—1 week

The Organisation, First Aid, Safety and Fire Precautions, Hygiene, Appearance, Social Skill, Security, Understanding of Instructions, Methods of Communication.

Housekeeping Skills and Knowledge—4 weeks

The routine care, cleaning and maintenance of residential accommodation and ancillary areas. Organisation and method of daily, weekly and periodic cleaning routine. Use and care of cleaning equipment, materials and agents. Treatment of surfaces. Waste disposal.. Maintenance of records. Hygiene regulations. Safety and Fire Precautions.

Planned and supervised on-job experience—5 weeks

Supervisory Skills and Instructor Training —4 weeks

Human Relations. Human Communications. Job instruction method. Technical Supervision. Sales promotion. Method Study.

Planned and supervised on-job experience—5 weeks

Evaluation and Reinforcement Training—1 week

Training—by whom? To whom? Where and when?

By Whom

Training is the responsibility of management. Employers, Managers, Supervisors, Housekeepers and Domestic Bursars should be closely involved in their employee's training programme.

Training should be given by skilled people, trained in techniques of instruction, in order that they are able to pass on their knowledge and skills effectively.

To Whom

This training approach enables all types of staff to receive planned training to meet employers' and national needs. The main streams to receive training will be :

a new entrants to the industry

b existing staff who may require further training, re-training, or refresher training.

Where

Training to be effective must be properly planned and should really be made up of off-the-job as well as on-the-job instruction.

Off-the-job enables staff to acquire the skill and knowledge of a task in a systematic way, and at their own rate of learning. On-the-job training is necessary to build up speed and confidence in performing the job within a given time and under pressure of work. This is more frequently known as gaining 'Experience'.

When

The question so often asked is, "When can I find time to train ?" Well, there are times, if work is carefully planned.

1 Before the trainee takes a fully active role in the department immediately she joins the organisation

2 During off peak periods

3 Prior to the opening of a new season's business

4 Prior to the opening of a new establishment

5 For College halls-of-residence, during students' vacation periods.

What happens tomorrow?

This booklet aims to lay down a positive framework for the future training recommendations for Housekeeping personnel.

It has been prepared by the Board's Development Department in consultation with industry. Although there is further work to be done by the Board and by industry, the booklet provides a basis for discussion and action. What use can you make of this booklet and the two Training Syllabuses ?

1 You can use the task list to identify the tasks which your own staff undertake.

2 Based on these Training Syllabuses, you can introduce training programmes for your staff which you can organise yourself. If you require help in this, you can contact your Regional Training Adviser (his address is listed on the inside back cover.)

3 You can discover what training for Housekeeping Staff is being carried on, in your local Technical College, Group Training Schemes. If there is no existing training course, it may be possible for the College or Group to put on courses for you and other employers in the area, based on the appropriate programme of tasks you have identified. Again, your Regional Training Adviser will help.

We are convinced that the Task Approach is right for training in the Hotel and Catering Industry. The Industry's Working Parties believe that this approach can be fully developed into a nationally accepted training system for all Housekeeping staff. In this way, National standards that are meaningful to all employers can ultimately be established.

Industry can make a considerable contribution in the further development of this approach – by giving the Board's Principal Development Officer, or Regional Training Advisers, the benefit of its experience and advice. It is realised that the breakdown of tasks may need to be adjusted, and that further work has to be carried out before national training programmes based on groups of tasks can be fully developed. In this way, training programmes can be built up to fully satisfy the needs of the employer and employee. The most difficult part of this work is to agree on the combination of tasks that make up each syllabus. The Board will need help and guidance to be able to do this. This is why it is anxious to receive as much constructive comment as possible. As a result, the Board can be sure that when it subsequently introduces its training recommendations in Housekeeping they are firmly based on the needs of the industry.

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